

Unauthorized electronic transfers continue to be a problem for banks. In addition to financial loss, the compliance risk to banks is also high. There are multiple different sources of payment system rules, and the regulations don't always match. This webinar will explore the different rules and regulations that impact a bank's handling of electronic transfer disputes. It will include common mistakes and provide examples calculating the liability amounts.

Ensuring proper training can save a bank from inadvertently paying a dispute it doesn't need to, in addition to keeping examiners happy.

Registration Fees are based off of the Bank/Company Asset Size:

(please mark which level applies)

- \$50 million or less: \$215
- \$51 million to \$150 million: \$245
- \$151 million to \$250 million: \$275
- \$251 million to \$400 million: \$305
- Over \$400 million: \$345
- Associate Members: \$345
- Non-Members: \$345

Name: _____

Bank: _____

E-Mail: _____

Bank Location: _____ Total attending: _____

Address: _____

City: _____ State: _____ Zip: _____

Three ways to register:

1. Complete and mail registration form with payment.
2. Fax registration form, followed by mailing of payment. Please use this form as your invoice.
3. Register online using a credit card at www.ksbankers.com

***Please email form to education@ksbankers.com.**

TOPICS TO BE COVERED:

- **Rules and Regulations**
 - a. CFPB Regulation E
 - b. Nacha Rules
 - c. Mastercard®/Visa® Rules
- **Consumers vs Commercial Accounts**
- **Unauthorized vs Authorized Transactions**
- **Goods or Services Not Received**
- **Time Limits for Investigation**
- **Provisional Crediting**
- **Liability – Who Takes the Loss?**
- **Can the Bank Require Written Disputes?**
- **New CFPB P2P Error Resolution FAQs**
- **Notices to the Consumer**
- **And More!**



**PROGRAM PRESENTER
DYLAN SERRAULT**

VP, MANAGER CFBS

Dylan began his banking career by studying Finance at the University of Kansas. After graduation, he went to work for a Kansas financial institution until deciding to go to law school. He worked in the Kansas Bankers Association's Legal Department as an intern while attending Washburn University School of Law and accepted a Staff Attorney position upon graduation. Currently, he splits his time between auditing financial institutions for regulatory compliance, various speaking engagements and co-authoring compliance and legal publications related to banking.